

# Transportation for Individuals with Confirmed or Suspected COVID-19

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The Agency of Human Services (AHS) will provide transportation for Vermonters without their own transportation:

- 1) with suspected or confirmed COVID-19, *and*
- 2) who need to be transported to/from an AHS Isolation or Recovery site, *and/or*
- 3) who need to be transported to/from a testing location

AHS transportation will be handled by ambulance personnel who are experienced with the personal protective equipment and disinfection processes required to handle these trips safely.

## Isolation, Testing and Recovery Transportation Process Frequently Asked Questions (FAQs)

**Q: My client/tenant/resident needs transportation to an isolation or a recovery site, when do I make the request?**

A: Order transportation after the receiving isolation/recovery facility has confirmed placement for the individual. The site will also help coordinate transportation.

**Q: How do I arrange transportation on behalf of my client/tenant/resident to an isolation/recovery site or for COVID 19 testing?**

A: Contact the ambulance service from the list below that is nearest the pickup location:

Agency Name	Town	Phone
AmCare Ambulance Service	St. Albans	(802) 527-1244
Bennington (Town of) Rescue Squad	Bennington	(802) 442-5817
Caledonia Essex Area Ambulance Service, Inc.	St. Johnsbury	(802) 748-7542
City of Barre	Barre	(802) 476-0255
Garnet Transport Medicine, LLC	Burlington	(802) 876-2300
Lamoille Ambulance Service	Chittenden, Franklin and Grand Isle	(802) 730-5013
Middlebury Regional Emergency & Medical Services	Addison	(802) 388-3286
Newport Ambulance Service, Inc.	Newport	(802) 334-6733
Newport Ambulance Svc. - Northern EMS Div.	Johnson	(802) 334-2023
Regional Ambulance Service	Rutland County	(802) 773-1746
Rescue, Inc.	Brattleboro	(802) 257-7679
Town of Barre Dept. of EMS	Websterville	(802) 476-3147

**Q: Will my organization/agency receive a bill for the service?**

A: No. Ambulance services will be directed to bill health insurance whenever possible. A state contract is in place to cover costs that are not reimbursed by insurance.

During the COVID-19 pandemic, all cost sharing is waived for most insurers in Vermont.

**Q: How will individuals placed in isolation or recovery housing access transportation after they are discharged?**

A: In most circumstances, isolation or recovery housing staff will arrange transportation for a person being discharged. However, in general, once an individual is cleared by their healthcare provider as fully recovered from COVID-19 and no longer contagious, public transportation resources can be used.

**Q: Who will be charged for this service?**

A: Medicaid-enrolled individuals are covered through their Medicaid transportation benefit. A special contract is in place with the Vermont Public Transportation Association (VPTA) for those not enrolled in Medicaid. People needing transportation will not be charged, and they can use this transportation as outlined regardless of their insurance status or type.

**Q: How do I request transportation for individuals cleared by a medical professional as no longer being contagious?**

A: Medicaid-covered individuals can access transportation benefits by calling 800-250-8427.

A: Non-Medicaid covered individuals who do not have access to other transportation can utilize AHS-funded transportation by calling: 802-442-0629. Please state that you are asking for assistance through the COVID-19 contract.

For special assistance, contact Bill Clark ([bill.clark@vermont.gov](mailto:bill.clark@vermont.gov) or 802-777-1588)